Electronic Acknowledgement Receipt				
EFS ID:	1071782			
Application Number:	09921275			
Confirmation Number:	5362			
Title of Invention:	PROACTIVE SERVICE REQUEST MANAGEMENT AND MEASUREMENT			
First Named Inventor:	Richard S. Cerami			
Customer Number:	20350			
Filer:	Darin J. Gibby/Janet Newmaker			
Filer Authorized By:	Darin J. Gibby			
Attorney Docket Number:	020366-077710US			
Receipt Date:	08-JUN-2006			
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Time Stamp:	13:32:44			
Application Type:	Utility			
International Application Number:				
Downant information:				

## Payment information:

Submitted with Payment	no
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## File Listing:

Document Number	Document Description	File Name	File Size(Bytes)	Multi Part	Pages
1	Request for Certificate of Correction	020366_077710US_Request _For_Certificate_Of_Correcti on.pdf		no	3

Warnings:	
Information:	
Total Files Size (in bytes):	44888

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## New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

## National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.